DOCUMENT RESUME

ED 183 071 HE 012 317

AUTHOR Atelsek, Frank J.; Gomberg, Irene L.
TITLE Refund Policies and Practices of Colleges and Universities. Higher Education Panel Report, Number 46, February 1980.
INSTITUTION American Council on Education, Washington, D.C. Higher Education Panel.
SPONS AGENCY National Endowment for the Humanities (NFAH), Washington, D.C.; National Science Foundation, Washington, D.C.; Office of Education (DHEW), Washington, D.C.
PUB DATE Feb 80
NOTE 50p.
AVAILABLE FROM Higher Education Panel, American Council on Education, One Dupont Circle, Washington, DC 20036.

EDRS PRICE MF01/PC02 Plus Postage.
DESCRIPTORS *Administrative Policy; *College Freshmen; Higher Education; *Instructional Student Costs; Junior Colleges; *Noninstructional Student Costs; Questionnaires; School Surveys; Statistical Data; *Student Costs; Tuition; *Withdrawal
IDENTIFIERS *Refunds

ABSTRACT

Refund policies and practices at universities and four-year and two-year colleges that are members of the Higher Education Panel of the American Council on Education were surveyed. The focus was on policies regarding freshmen students who terminate their studies before completing their first term. Usable responses were received from 580 institutions, or 91 percent, and the data from responding institutions were statistically adjusted to represent the population of colleges and universities that enroll undergraduates. Respondents were asked to separately detail their refund policies for first-time full-time freshmen students entering fall 1978, covering tuition, mandatory fees, room, and board. The respondents listed the amounts of these charges and the percentage refund that would be available for each: (1) after the first day of the term, (2) during the last day of the second week, and (3) during the last week in which refunds could be obtained. Findings are presented in statistical tables. Appendices compare respondents and nonrespondents and describe the stratification design for weighting. The reliability of the survey estimates are discussed and 90 percent confidence limits are presented. A sample survey instrument is included. (SW)

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Refund Policies and Practices of Colleges and Universities

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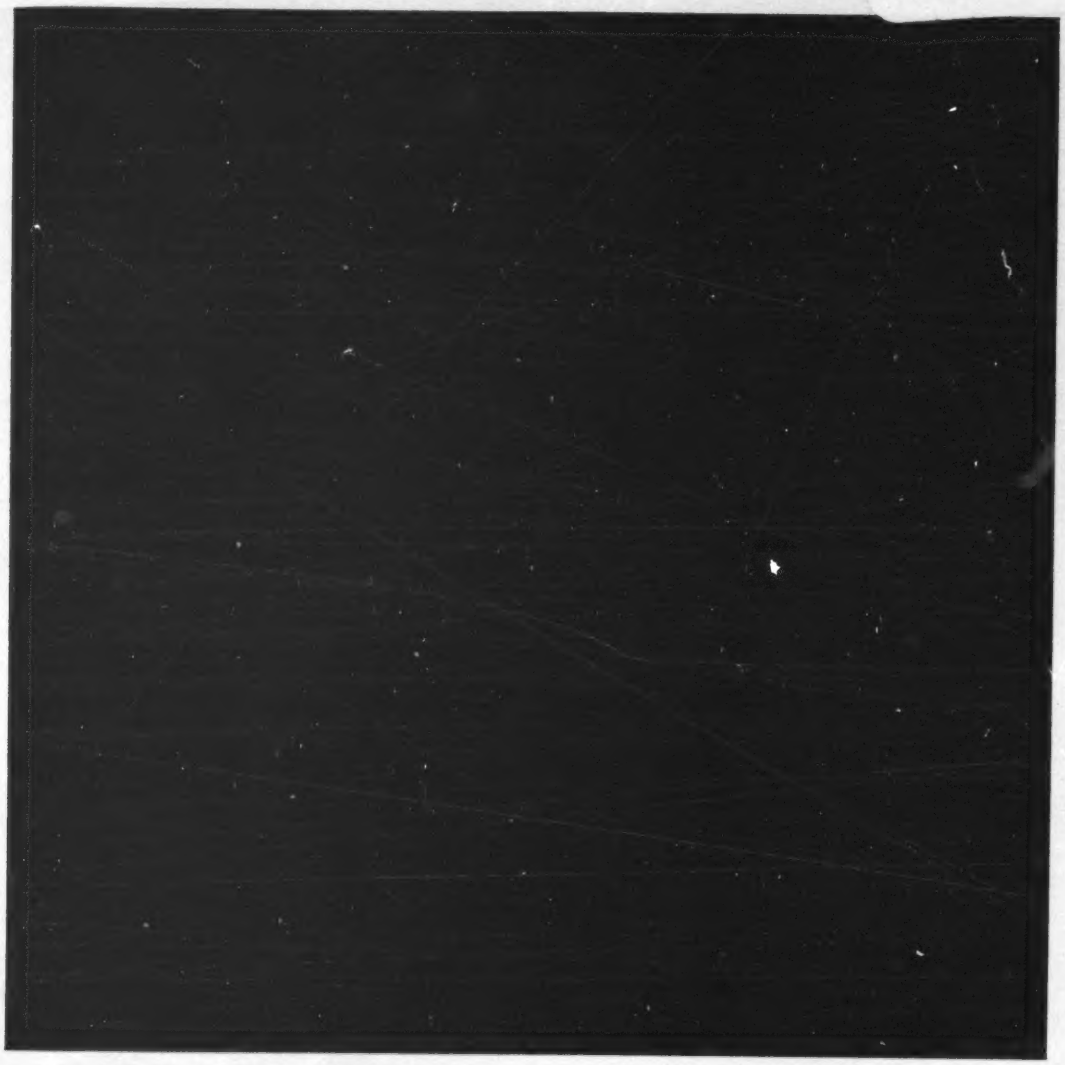

HIGHER EDUCATION PANEL REPORT, NUMBER 46
AMERICAN COUNCIL ON EDUCATION

FEBRUARY
1980

A Survey Funded by the National Science Foundation, the U. S. Office of Education, and the National Endowment for the Humanities

HE 012 317

AMERICAN COUNCIL ON EDUCATION

J. W. Peltason, *President*

The American Council on Education, founded in 1918, is a council of educational organizations and institutions. Its purpose is to advance education and educational methods through comprehensive voluntary and cooperative action on the part of American educational associations, organizations, and institutions.

The Higher Education Panel is a survey research program established by the Council for the purpose of securing policy-related information quickly from representative samples of colleges and universities. *Higher Education Panel Reports* are designed to expedite communication of the Panel's survey findings to policy-makers in government, in the associations, and in educational institutions across the nation.

The Higher Education Panel's surveys on behalf of the Federal Government are conducted under contract support provided jointly by the National Science Foundation, the National Endowment for the Humanities, and the U. S. Office of Education (NSF Contract SRS-78-16385).

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This material is based upon research supported by the National Science Foundation, the U.S. Office of Education, and the National Endowment for the Humanities under Contract SRS-78-16385.

Any opinions, findings, and conclusions or recommendations are those of the authors and do not necessarily reflect the views of the sponsoring agencies.

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Acknowledgments

The survey was developed by Alex Ratnofsky and Jack Rogers, Office of Evaluation and Dissemination, Division of Program Planning and Development at the U.S. Office of Education.

We are again grateful to the Federal Advisory Board and its Technical Advisory Committee for its continuing guidance. Most of all, we thank our campus representatives and the survey respondents for their unfailing assistance and cooperation.

Highlights

Refunds at the Average Institution

- About 81 percent of tuition is refunded if the student withdraws immediately after classes begin. Tuition refunds are generally not available after one-third of the term has passed.
- Approximately 46 percent of mandatory fees are refundable after the first day of the term. Refunds of fees are available only into one-sixth of the term.
- Fifty-four percent of room charges and 83 percent of board charges may be refunded if a student withdraws after the first day of the term.
- Room refunds are available until the term is two-fifths over, and board refunds are available almost three-quarters into the term.

Policies and Procedures

- As of winter 1979, tuition refund policies had been reviewed less than one year ago at 37 percent of colleges and universities; at one-fifth of all institutions, reviews had been made five or more years ago.
- Governing boards have the primary responsibility for setting or revising tuition refund policies at 53 percent of public institutions.
- In private institutions, 39 percent reported that these responsibilities were held by the college president, and in 30 percent of the cases it was held by the governing board.
- At almost all institutions, tuition refund policy is described in the catalogue. In addition, one-fourth of institutions make notification of refund policies prior to registration; one-fourth give such notification upon registration.
- The average interval between applying for a refund and receiving it is 2.5 weeks.
- Two-thirds of public institutions and three-fifths of private institutions have established procedures for appealing unfavorable refund decisions.
- Of the first-time full-time freshmen enrolled in fall 1978, about 8 percent at public institutions and 3 percent at private institutions withdrew before the end of the term and were eligible for tuition refunds.

Background

This survey provides information about refund policies at universities and four- and two-year colleges. The focus is on such policies regarding freshmen students who terminate their studies before completing their first term. Information was gathered about the operation of the refund systems: How refunded amounts change throughout the term; differences in the amounts of refund for tuition, mandatory fees, and room and board charges; how many freshmen were due or received refunds during the 1978 fall term; how long it takes to process the refunds; and whether unfavorable refund decisions could be appealed by the student. Questions were also asked about how refund policies are publicized, who sets the policies, and how and when these were last reviewed.

Data on refund policies are relatively scarce. Most information gathered previously has been drawn from examinations of refund policies as stated in college catalogues. This survey should offer a broader, more definitive view of refund policies than has been available to date.

A self-regulation initiative in the form of policy guidelines for refund of student charges was recently developed by a committee of the National Association of College and University Business Officers. These guidelines were formally endorsed by fourteen national education associations and, in October 1979, were distributed among the nation's colleges and universities. It should be noted that the data collection for this HEP survey predated the dissemination of the guidelines for self-regulation initiative.

Methods Summary

The Higher Education Panel is an ongoing survey research program created in 1971 by the American Council on Education to conduct specialized surveys on topics of current policy interest to the higher education community and to government agencies.

The Panel is a stratified sample of 760 colleges and universities drawn from the more than 3,000 institutions listed in the National Center for Education Statistics' Education Directory. All institutions in this population are grouped by the variables

constituting the Panel's stratification design, based primarily on type (university, four-year college, two-year college), control (public, private), and size (full-time-equivalent enrollment). For any given survey either the entire Panel or an appropriate subset of institutions is used.

The survey instrument (Appendix A) was mailed February 2, 1979, to all Panel institutions except independent medical colleges. Later removed from the sample were institutions with no undergraduate students and institutions that in the fall of 1978 charged less than $100 for in-state tuition and fees. Of the resulting survey group of 636 institutions, usable responses were received from 580, or 91 percent, after mail and telephone follow-up had been completed.

The data from responding institutions were statistically adjusted to represent the population of colleges and universities that enroll undergraduates. Weights were computed, within each stratification cell, by the ratio of the number of institutions in the population to the number of institutions that responded to the survey item. Weights were derived separately to allow for the varying numbers of responses to each questionnaire item. The resulting cell and item weights were applied to the responses of each institution, and the weighted data were then aggregated into the broad institutional categories used in the analyses. All data represent independently computed population estimates. Because each data element was weighted separately, subtotals generally approximate, but may not add exactly to, their corresponding totals.

Appendix B compares respondents and nonrespondents and describes the stratification design for weighting. Appendix C discusses the reliability of the survey estimates and presents 90 percent confidence limits.

Findings

The survey respondents were asked to separately detail their refund policies for first-time full-time freshmen students entering fall 1978 covering tuition, mandatory

fees, room, and board.[1] The respondents listed the amounts of these charges and the percentage refund that would be available for each: 1) after the first day of the term, 2) during the last day of the second week, and 3) during the last week in which refunds could be obtained.

Differences in Refund for Specific Charges

As expected, the proportion of money refunded varies according to the type of fee and the time of withdrawal during the term. (See tables 1-3).

Tuition. On average, about 81 percent of tuition charges are refundable if the student withdraws immediately after classes begin. The average refund drops to 69 percent by the last day of the second week of classes and to 28 percent during the last week in which any refund is available. Typically, tuition refunds are not available after one-third of the term has passed.

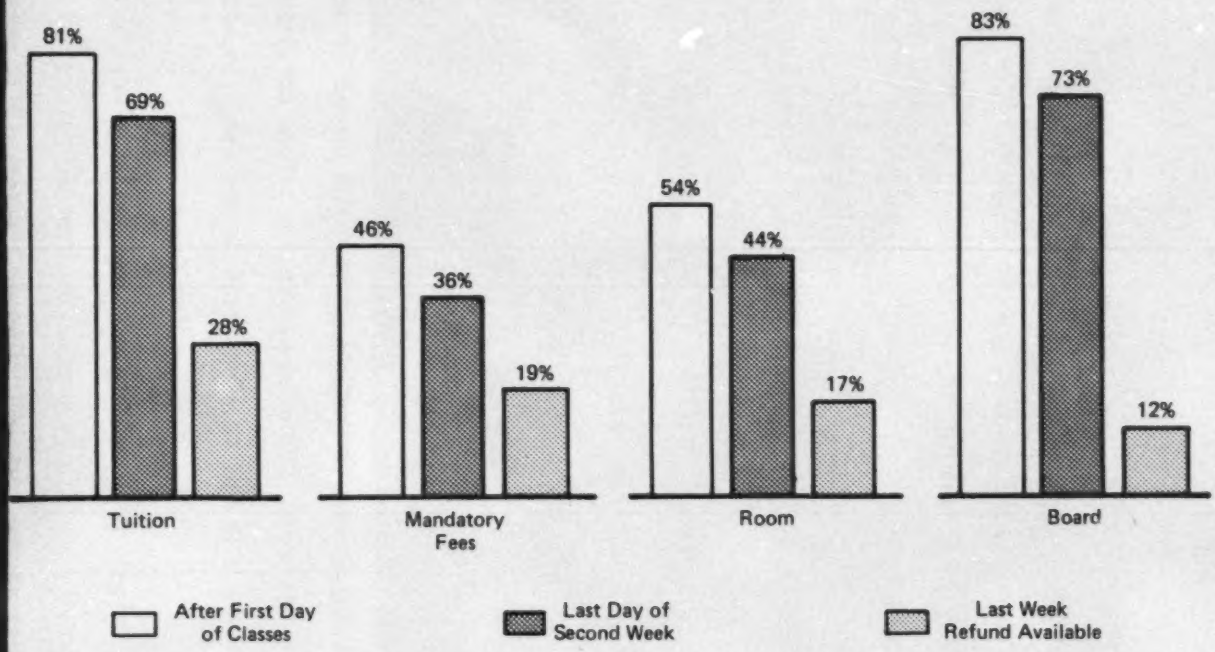
Mandatory Fees. Refunds of mandatory fees are more restricted. On the average, less than half (46 percent) of the amount of these fees is refundable after the first day of the term. After one-sixth of the term has passed, the average institution allows no refund of mandatory fees. In the week prior to refund cutoff, the proportion of mandatory fees that is refundable is down to less than one-fifth of the initial charge.

Room. Usually some proportion of the room charge is refundable during the first two-fifths of the term. The mean percentage refund declines from a high of 54 percent just after the term begins to 17 percent during the last week in which room refunds are available.

Board. Refunds of board charges are available well into the term--until almost three-quarters of the term is over. The average percentage refund for board ranges from 83 percent at the very beginning of the term to 12 percent during the last week in which a refund is available.

[1] Mandatory fees included matriculation fees in addition to other one-term charges. If room and board charges varied, respondents reported the predominant or average option.

Fig. 1. Average Percentage of Charges Refundable at Specific Times During the Term, Fall 1978



Composite findings about refunds weighted to represent all institutions with undergraduate programs are summarized in figure 1.

Variations in Tuition Refund Policy

The averages expressed in figure 1 mask the wide variations in refund policy that occur among institutions. For example, during the last week in which a refund is available, some institutions refund more than three-fifths of the tuition charge while others refund 20 percent or less of the original tuition amount (tables 4-12). The proportion of the term during which a tuition refund is available also varies.[2] About one-fourth of the institutions cut off tuition refunds before 20 percent of the term has passed. At the other extreme, a few institutions (5 percent) allow some tuition refund after as much as three-fifths of the term has passed (tables 13-15). Figures 2 and 3 summarize these variations for public and private universities and four- and two-year colleges.

A more meaningful perspective of tuition refund policy is provided by examining the link between the level of refund and the point in the term at which tuition refunds are cut off. Table A below summarizes this relationship separately for public and private institutions.

Table A: Mean Percentage of Tuition Refunded According to the Last Period of the Term When a Refund is Available, Fall 1978

	Public		Private	
Period of the Term	Number of Institutions	Mean % Refund	Number of Institutions	Mean % Refund
First fifth	363	59	151	53
Second fifth	641	36	640	27
Third fifth	91	24	349	18
Fourth fifth	4	17	69	20
Last fifth	8	11	30	2

[2]This figure was computed by dividing the last week during which a refund is available by the number of weeks in the fall term.

Fig. 2. Percentage Distribution of Institutions According to the Proportion of Tuition Refunded During Last Week a Refund is Available, Fall 1978

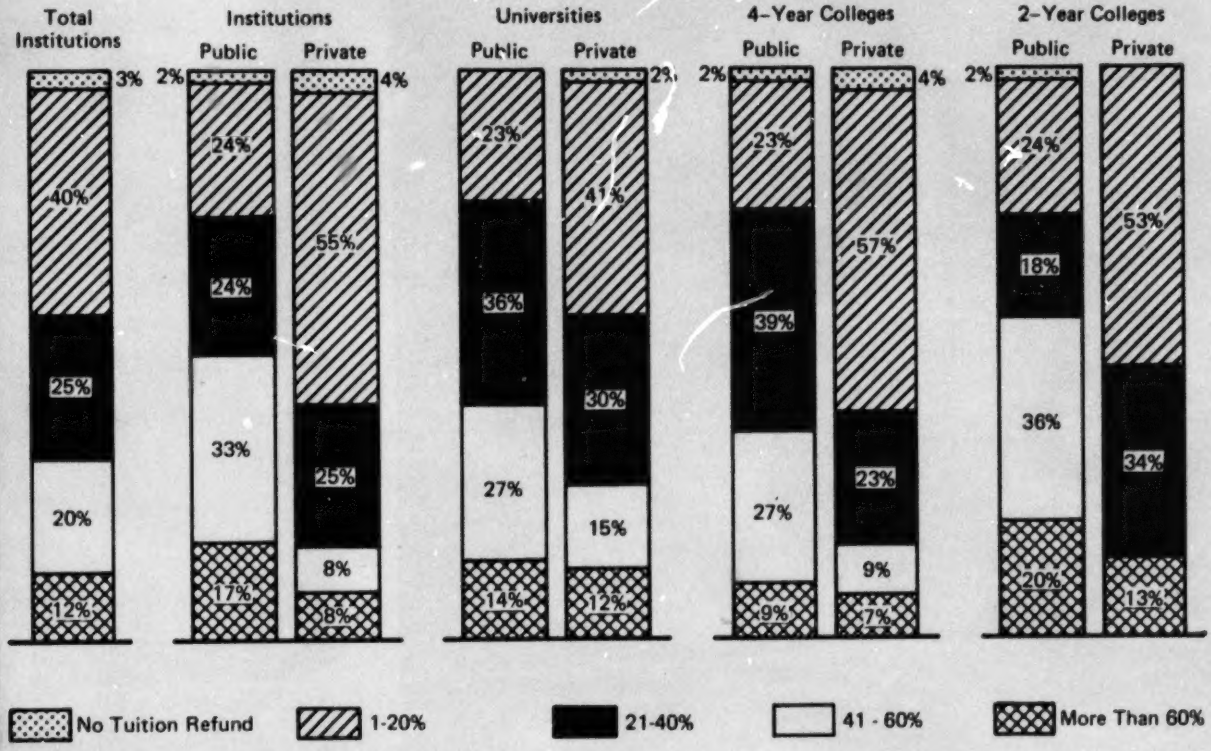
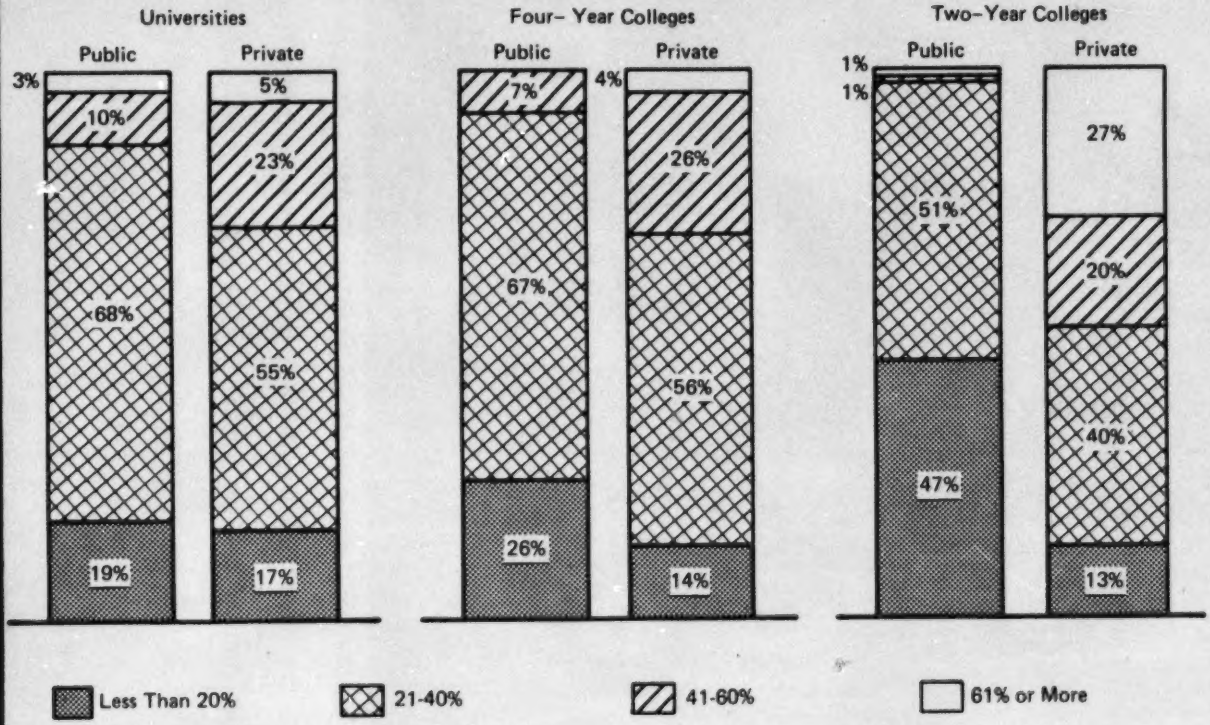


Fig. 3. Percentage Distribution of Institutions According to the Proportion of the Term During Which a Tuition Refund is Available, Fall 1978



The average (mean) public institution that allows tuition refunds only during the initial one-fifth of the term refunds about 59 percent of tuition charges to the withdrawing student. The percentage refund declines to 36 percent of tuition charges during the second fifth of the term. About 90 percent of the public institutions do not provide refunds beyond this point (the second fifth) of the term.

Tuition refunds at private institutions tend to be allowed further into the term. About 28 percent grant some refund of tuition charges during the middle one-fifth of the term and 8 percent provide refunds during the last two-fifths of the term. As suggested by table A, however, these extended periods for obtaining refunds are offset by the smaller proportions of the charges that are refundable.

Among the private institutions that extend the refund period into the fourth and final fifths of the term, the average refund is about 15 percent of the tuition charges.

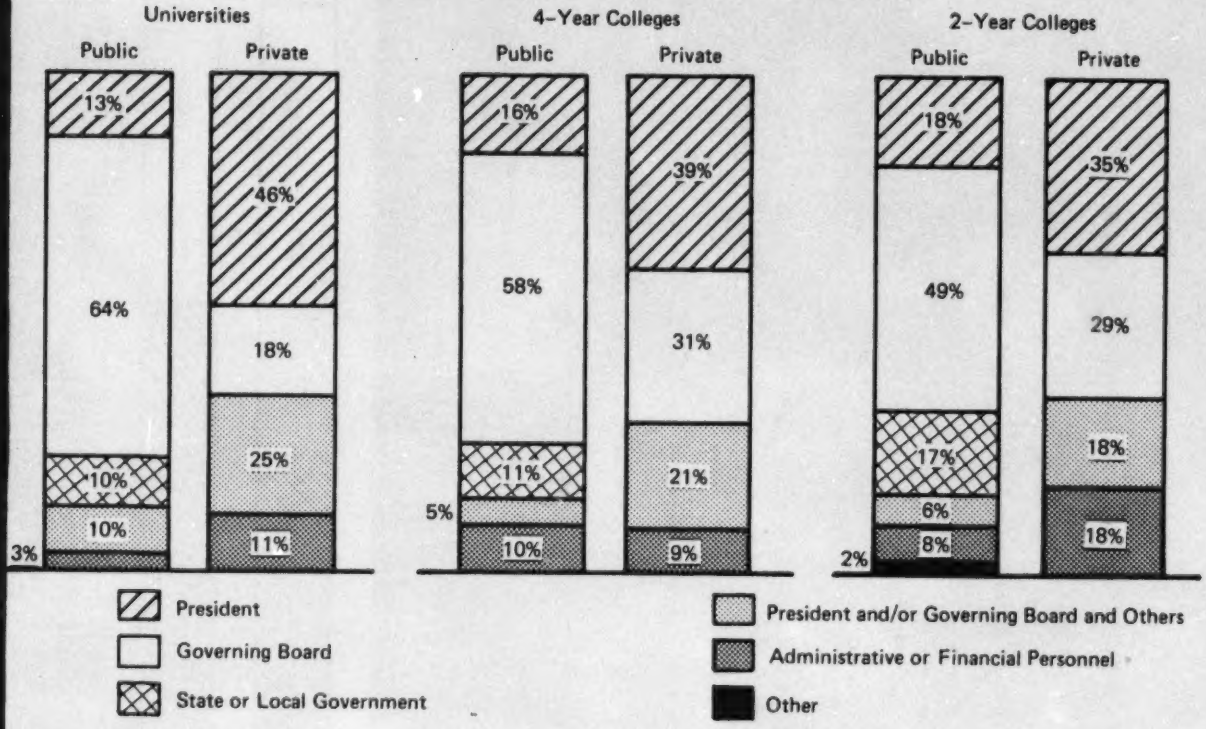
In contrast, private institutions that restrict refunds to the earlier periods of the term refund 53 percent of the tuition during the first fifth and 27 percent during the second fifth of the term. Almost two of every three private institutions limit tuition refunds to these earlier periods of their terms (See also table 16.)

Establishing Refund Policies

At most colleges and universities, the governing boards and/or presidents have the primary responsibility for refund policies (tables 17-18). At more than two-fifths of the institutions, the governing boards have primary responsibility; presidents assume this duty at 29 percent of the institutions. At almost 10 percent of the institutions, this responsibility is shared by some combination of the governing board, the president, and others. Figure 4 displays the different ways this responsibility is assigned at the universities and at four- and two-year colleges within both the public and the private sectors.

Among public institutions, the governing boards have primary responsibility for refund policy at approximately three-fifths of the universities and four-year colleges and at half of the two-year colleges. Presidents take on this primary role at fewer

Fig. 4. Authority with Primary Responsibility for Tuition Refund Policy, Fall 1978

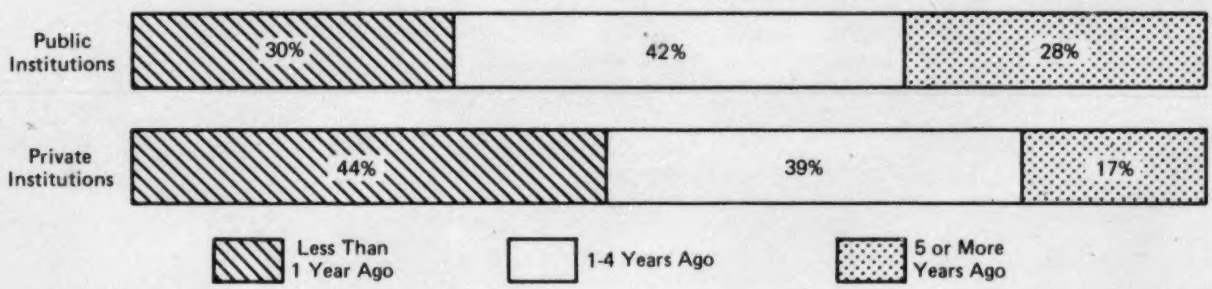


than one-fifth of public institutions. Among private institutions, however, the reverse is true. Presidents take on this policy function at roughly half of the universities, two-fifths of the four-year and one-third of the two-year colleges; the governing boards have this responsibility at about a fifth of the private universities and at roughly 30 percent of the four- and two-year colleges. The governing boards share the responsibility at private institutions with the president and others at roughly one-fifth of the universities and four-year colleges and just under one-fifth of the two-year colleges.

Review Procedures

Overall, as of winter 1979, approximately two-fifths of the colleges and universities reported that tuition refund policies were reviewed less than one year previously. An additional two-fifths had such reviews from one to five years previously and the remainder (22 percent) had their refund policies reviewed five or more years ago. As shown in figure 5, private institutions tend to have had more recent reviews of their refund policies than public institutions.

Fig. 5. Time of Most Recent Refund Policy Review



Who Reviews Refund Policies

At most institutions, governing boards and presidents are the predominant participants in the reviews of refund policies (60 and 69 percent, respectively). In rank order of frequency, other participants include administrative personnel (27 percent), financial personnel (21 percent), faculty (18 percent), state or local governments (10 percent), students (10 percent), and accrediting bodies (3 percent). Differences in participation at public and private institutions are summarized in table B below.

Table B: Participants in Refund Policy Review

	Public Institutions %	Private Institutions %
Governing board	71	50
President	62	75
Faculty	18	18
Administrative personnel	19	34
Financial personnel	12	29
Students	12	8
State or local governments	21	1
Accrediting body	3	2

Communicating Refund Policy

The survey included two questions about how entering freshmen students and parents are informed of tuition refund policies and procedures: At almost all institutions, both public and private, tuition refund policy is described in the catalogue (table 19). In addition, more than one-fourth of the institutions make notification of refund policies prior to registration and one-fourth give such notification at registration. Thirty-one percent of the institutions also reported that a statement of refund policy is available upon request. It should be noted, however, that very few institutions (less than 1 percent) limit their disclosure of refund policy only to those who specifically request it without having some other form of refund policy information also at hand.

The catalogue is also the major means of providing information to students or parents on procedures for obtaining tuition refunds. More than four-fifths of the institutions use the catalogue for this purpose. In addition, one-fifth of the institutions provide this information prior to registration, one-fifth at registration, and half at the time of withdrawal. Two percent report that information about refund procedures is available only upon request. Differences in the use of these means of communicating tuition refund policies and procedures are presented for public and private universities and four-year and two-year colleges in table 20.

Freshman Withdrawals

For the final area of inquiry, respondents were asked to report: (1) how many full-time freshmen withdrew early enough in the term to be eligible for a tuition refund, (2) how long it usually takes to receive a refund after applying for one, and (3) whether there is an established procedure for appealing unfavorable refund decisions.

Of the 1,624,000 full-time freshmen enrolled in fall 1978, about 6 percent withdrew before the end of the term and were eligible to receive some refund of tuition charges (table 21). The percentage of eligible withdrawing freshmen was higher at public than at private institutions (8 percent vs. 3 percent). In both the public and private sectors, the two-year colleges reported above-average rates of early withdrawal among freshmen. This higher withdrawal rate was particularly evident at public two-year colleges, where 11 percent of the freshmen withdrew early enough in the term to receive some refund of tuition charges.

At the average institution, there was a two-and-one-half week interval between the time a student applied for and received a refund. This interval was somewhat longer at public than at private institutions (3.2 weeks and 1.8 weeks, respectively).

Overall, 64 percent of the institutions covered in the survey have an established procedure for appealing unfavorable refund decisions. Appeal procedures were reported most frequently by public universities (74 percent) and least frequently by private four-year colleges (58 percent).

Basic Report Tables

Table 1

Mean Institutional Refund Policies for First-Time Full-Time Freshmen, Fall 1978, by Institutional Control

Item	Number of Institutions with Charge	1978 Fall Term Charge	Percentage Refund After First Day of Term	Percentage Refund During Last Day of Second Week of Classes	Percentage Refund During Last Week Refund is Available	Percentage into Term Refund is Available *
ALL INSTITUTIONS						
Tuition	2,346	$ 718	80.6	68.9	27.5	31
Mandatory Fees	2,029	66	45.6	35.6	18.9	14
Room	1,608	319	54.4	44.1	17.0	39
Board	1,455	399	82.9	73.2	11.8	72
Tuition & Fees	151	1,268	73.2	59.4	18.0	29
Room & Board	171	705	79.5	70.1	10.9	76
PUBLIC INSTITUTIONS						
Tuition	1,107	$ 210	81.5	63.0	40.8	26
Mandatory Fees	943	54	51.9	42.0	26.0	12
Room	478	286	68.1	59.1	16.8	52
Board	438	342	85.0	76.1	11.8	75
Tuition & Fees	25	204	81.4	63.3	35.3	31
Room & Board	85	649	81.0	69.7	10.1	77
PRIVATE INSTITUTIONS						
Tuition	1,239	$1,187	80.5	69.9	25.3	36
Mandatory Fees	1,086	76	41.5	31.4	14.3	15
Room	1,130	333	49.2	38.3	17.0	33
Board	1,017	424	82.2	72.2	11.9	70
Tuition & Fees	126	1,502	73.0	59.3	17.5	28
Room & Board	86	760	78.3	70.5	11.6	75

*Obtained by dividing last week refund is available by length of fall term.

Table 2

Mean Institutional Refund Policies for First-Time Full-Time Freshmen, Fall 1978: Public Institutions

Item	Number of Institutions with Charge	1978 Fall Term Charge	Percentage Refund After First Day of Term	Percentage Refund During Last Day of Second Week of Classes	Percentage Refund During Last Week Refund is Available	Percentage into Term Refund is Available*
PUBLIC UNIVERSITIES						
Tuition	91	$301	88.5	71.9	45.1	31
Mandatory Fees	84	112	75.2	68.0	34.1	26
Room	77	337	73.7	65.2	13.0	58
Board	73	368	87.5	76.8	8.6	79
Tuition & Fees	5	298	85.8	67.8	31.5	30
Room & Board	26	738	75.7	61.8	11.2	62
PUBLIC FOUR-YEAR COLLEGES						
Tuition	284	$261	83.5	64.7	39.4	28
Mandatory Fees	247	83	66.1	53.8	32.9	19
Room	251	314	66.5	56.0	21.0	48
Board	232	339	84.4	75.1	14.3	72
Tuition & Fees	15	195	79.7	62.0	40.4	31
Room & Board	30	708	86.9	75.8	13.6	82
PUBLIC TWO-YEAR COLLEGES						
Tuition	732	$177	78.8	60.0	40.7	24
Mandatory Fees	612	33	25.9	17.3	14.7	7
Room	150	207	67.7	62.8	7.9	56
Board	133	334	84.6	77.5	8.5	79
Tuition & Fees	5	144	80.0	60.0	20.0	33
Room & Board	29	495	78.2	70.2	2.7	86

*Obtained by dividing last week refund is available by length of fall term.

Table 3

Mean Institutional Refund Policies for First-Time Full-Time Freshmen, Fall 1978: Private Institutions

Item	Number of Institutions with Charge	1978 Fall Term Charge	Percentage Refund After First Day of Term	Percentage Refund During Last Day of Second Week of Classes	Percentage Refund During Last Week Refund is Available	Percentage into Term Refund is Available *
PRIVATE UNIVERSITIES						
Tuition	60	$1,805	85.9	73.3	32.5	35
Mandatory Fees	47	89	53.3	38.4	28.2	16
Room	52	512	58.2	44.0	18.5	39
Board	50	491	86.8	75.7	10.1	80
Tuition & Fees	5	1,706	90.9	75.4	28.3	38
Room & Board	11	903	92.7	81.7	18.9	64
PRIVATE FOUR-YEAR COLLEGES						
Tuition	969	$1,219	80.2	70.6	25.4	34
Mandatory Fees	871	75	37.2	28.3	13.7	13
Room	896	333	47.6	36.9	17.5	32
Board	813	433	80.9	71.8	11.6	71
Tuition & Fees	93	1,653	68.9	54.7	16.4	25
Room & Board	61	665	76.2	69.0	13.6	72
PRIVATE TWO-YEAR COLLEGES						
Tuition	210	$ 853	78.8	63.2	20.4	46
Mandatory Fees	168	80	58.8	44.8	12.5	24
Room	182	281	53.6	43.7	13.3	36
Board	154	356	88.7	73.3	14.9	63
Tuition & Fees	28	960	90.6	80.0	20.0	36
Room & Board	**	--	--	--	--	--

*Obtained by dividing last week refund is available by length of fall term.
**Level of response too low for detail to be shown.

Table 4

Percentage Distribution of Institutions According to the Percentage Refund Allowed (A) After the First Day of the Term and (B) During the Last Week a Refund is Available, by Type of Charge:

All Institutions

Percentage Refund	Tuition (N=2,346)	Mandatory Fees (N=2,029)	Room (N=1,608)	Board (N=1,455)	Tuition & Fees (N=151)	Room & Board (N=171)
AFTER THE FIRST DAY						
0	2.9	58.0	31.5	6.2	15.9	5.3
1-20	0	.1	0	0	0	0
21-40	.6	.1	.9	.5	0	0
41-60	4.6	2.8	6.2	3.0	0	4.1
61-80	47.7	15.8	20.3	14.3	57.6	40.9
81-100	44.2	23.3	41.2	76.0	26.5	49.7
Total	100.0	100.0	100.0	100.0	100.0	100.0
DURING THE LAST WEEK						
0	2.9	58.0	32.0	6.2	15.9	5.3
1-20	40.5	17.0	42.1	77.7	69.5	70.8
21-40	24.8	7.6	9.8	10.2	2.6	19.3
41-60	19.7	9.3	9.1	4.3	11.9	3.5
61-80	7.1	2.8	3.1	1.6	0	.6
81-100	5.2	5.3	3.9	.1	0	.6
Total	100.0	100.0	100.0	100.0	100.0	100.0

Table 5

Percentage Distribution of Institutions According to the Percentage Refund Allowed (A) After the First Day of the Term and (B) During the Last Week a Refund is Available, by Type of Charge:

Public Institutions

Percentage Refund	Tuition (N=1,107)	Mandatory Fees (N=943)	Room (N=478)	Board (N=438)	Tuition & Fees (N=25)	Room & Board (N=85)
AFTER THE FIRST DAY						
0	2.0	56.4	22.6	7.3	4.0	7.1
1-20	0	.1	0	0	0	0
21-40	0	.1	0	0	0	0
41-60	6.3	2.6	4.8	2.3	0	8.2
61-80	53.8	18.0	24.7	14.6	36.0	9.4
81-100	37.9	22.8	47.9	75.8	60.0	75.3
Total	100.0	100.0	100.0	100.0	100.0	100.0
DURING THE LAST WEEK						
0	2.0	56.4	22.8	7.3	4.0	7.1
1-20	23.8	8.8	55.0	80.1	28.0	77.6
21-40	24.5	11.2	9.4	6.8	12.0	10.6
41-60	33.0	12.5	10.0	3.2	56.0	3.5
61-80	10.7	3.6	1.7	2.3	0	0
81-100	6.2	7.4	1.1	.2	0	1.2
Total	100.0	100.0	100.0	100.0	100.0	100.0

Table 6

Percentage Distribution of Institutions According to the Percentage Refund Allowed (A) After the First Day of the Term and (B) During the Last Week a Refund is Available, by Type of charge:

Private Institutions

Percentage Refund	Tuition (N=1,239)	Mandatory Fees (N=1,086)	Room (N=1,130)	Board (N=1,017)	Tuition & Fees (N=126)	Room & Board (N=86)
AFTER THE FIRST DAY						
0	3.6	59.3	35.2	5.8	18.2	3.5
1-20	0	0	0	0	0	0
21-40	1.1	0	1.2	.7	0	0
41-60	3.1	3.1	6.7	3.3	0	0
61-80	42.4	13.9	18.5	14.2	61.9	72.1
81-100	49.8	23.7	38.3	76.0	19.8	24.4
Total	100.0	100.0	100.0	100.0	100.0	100.0
DURING THE LAST WEEK						
0	3.6	59.3	35.8	5.8	18.2	3.5
1-20	55.4	24.2	36.6	76.6	77.8	64.0
21-40	25.0	4.5	9.9	11.6	.8	27.9
41-60	7.8	6.4	8.8	4.7	3.2	3.5
61-80	3.9	2.0	3.7	1.3	0	1.2
81-100	4.3	3.5	5.1	0	0	0
Total	100.0	100.0	100.0	100.0	100.0	100.0

Table 7

Percentage Distribution of Institutions According to the Percentage Refund Allowed (A) After the First Day of the Term and (B) During the Last Week a Refund is Available, by Type of Charge:

Public Universities

Percentage Refund	Tuition (N=91)	Mandatory Fees (N=84)	Room (N=77)	Board (N=73)	Tuition & Fees (N=5)	Room & Board (N=26)
			AFTER THE FIRST DAY			
0	0	22.6	15.6	5.5	0	19.2
1-20	0	1.2	0	0	0	0
21-40	0	0	0	0	0	0
41-60	2.2	3.6	5.2	1.4	0	0
61-80	41.8	40.5	23.4	15.1	60.0	23.1
81-100	56.0	32.2	55.8	78.1	40.0	57.7
Total	100.0	100.0	100.0	100.0	100.0	100.0
			DURING THE LAST WEEK			
0	0	22.6	16.9	5.5	0	19.2
1-20	23.1	21.4	68.8	89.0	40.0	65.4
21-40	36.3	25.0	5.2	2.7	20.0	7.7
41-60	26.4	20.2	5.2	0	40.0	3.8
61-80	3.3	4.8	1.3	1.4	0	0
81-100	11.0	6.0	2.6	1.4	0	3.8
Total	100.0	100.0	100.0	100.0	100.0	100.0

Table 8

Percentage Distribution of Institutions According to the Percentage Refund Allowed (A) After the First Day of the Term and (B) During the Last Week a Refund is Available, by Type of Charge:

Private Universities

Percentage Refund	Tuition (N=60)	Mandatory Fees (N=47)	Room (N=52)	Board (N=50)	Tuition & Fees (N=5)	Room & Board (N=11)
AFTER THE FIRST DAY						
0	1.7	53.2	30.8	6.0	0	0
1-20	0	0	0	0	0	0
21-40	0	0	0	0	0	0
41-60	3.3	2.1	7.7	2.0	0	0
61-80	28.3	8.5	26.9	16.0	20.0	9.1
81-100	66.7	36.2	34.6	76.0	80.0	90.9
Total	100.0	100.0	100.0	100.0	100.0	100.0
DURING THE LAST WEEK						
0	1.7	53.2	30.8	6.0	0	0
1-20	41.7	10.6	46.2	82.0	60.0	81.8
21-40	30.0	10.6	7.7	10.0	20.0	9.1
41-60	15.0	10.6	5.8	2.0	20.0	0
61-80	5.0	2.1	5.8	0	0	9.1
81-100	6.7	12.8	3.8	0	0	0
Total	100.0	100.0	100.0	100.0	100.0	100.0

Table 9

Percentage Distribution of Institutions According to the Percentage Refund Allowed (A) After the First Day of the Term and (B) During the Last Week a Refund is Available, by Type of Charge:

Public Four-Year Colleges

Percentage Refund	Tuition (N=284)	Mandatory Fees (N=247)	Room (N=251)	Board (N-232)	Tuition & Fees (N=15)	Room & Board (N=30)
			AFTER THE FIRST DAY			
0	1.8	32.4	21.9	6.9	6.7	3.3
1-20	0	0	0	0	0	0
21-40	0	.4	0	0	0	0
41-60	3.2	1.6	7.6	3.9	0	6.7
61-80	51.1	29.2	23.5	15.5	6.7	6.7
81-100	44.0	36.4	47.0	73.7	86.7	83.3
Total	100.0	100.0	100.0	100.0	100.0	100.0
			DURING THE LAST WEEK			
0	1.8	32.4	21.9	6.9	6.7	3.3
1-20	23.2	15.0	45.0	71.1	0	66.7
21-40	39.1	25.9	11.6	12.1	13.3	23.3
41-60	27.1	14.2	17.5	6.0	80.0	6.7
61-80	4.9	5.7	2.8	3.9	0	0
81-100	3.9	6.9	1.2	0	0	0
Total	100.0	100.0	100.0	100.0	100.0	100.0

Table 10

Percentage Distribution of Institutions According to the Percentage Refund Allowed (A) After the First Day of the Term and (B) During the Last Week a Refund is Available, by Type of Charge:

Private Four-Year Colleges

Percentage Refund	Tuition (N=969)	Mandatory Fees (N=871)	Room (N=896)	Board (N=813)	Tuition & Fees (N=93)	Room & Board (N=61)
			AFTER THE FIRST DAY			
0	4.5	63.0	36.4	6.9	24.7	4.9
1-20	0	0	0	0	0	0
21-40	0	0	1.6	.9	0	0
41-60	3.7	3.8	8.0	4.1	0	0
61-80	40.9	8.8	15.5	9.8	67.7	77.1
81-100	50.9	24.3	38.5	78.4	7.5	18.0
Total	100.0	100.0	100.0	100.0	100.0	100.0
			DURING THE LAST WEEK			
0	4.5	63.0	37.2	6.9	24.7	4.9
1-20	56.8	21.6	34.2	75.3	72.1	52.5
21-40	22.9	5.0	8.9	12.2	0	37.7
41-60	9.0	5.9	9.2	4.1	3.2	4.9
61-80	1.7	.8	4.4	1.6	0	0
81-100	5.1	3.7	6.2	0	0	0
Total	100.0	100.0	100.0	100.0	100.0	100.0

Table 11

Percentage Distribution of Institutions According to the Percentage Refund Allowed (A) After the First Day of the Term and (B) During the Last Week a Refund is Available, by Type of Charge:

Public Two-Year Colleges

Percentage Refund	Tuition (N=732)	Mandatory Fees (N=612)	Room (N=150)	Board (N=133)	Tuition & Fees (N=5)	Room & Board (N=29)
AFTER THE FIRST DAY						
0	2.3	70.8	27.3	9.0	0	0
1-20	0	0	0	0	0	0
21-40	0	0	0	0	0	0
41-60	8.1	2.8	0	0	0	17.2
61-80	56.3	10.5	27.3	12.8	100.0	0
81-100	33.3	16.0	45.3	78.2	0	82.8
Total	100.0	100.0	100.0	100.0	100.0	100.0
DURING THE LAST WEEK						
0	2.3	70.8	27.3	9.0	0	0
1-20	24.0	4.6	64.7	91.0	100.0	100.0
21-40	17.4	3.4	8.0	0	0	0
41-60	36.1	10.8	0	0	0	0
61-80	13.8	2.6	0	0	0	0
81-100	6.4	7.8	0	0	0	0
Total	100.0	100.0	100.0	100.0	100.0	100.0

Table 12

Percentage Distribution of Institutions According to the Percentage Refund Allowed (A) After the First Day of the Term and (B) During the Last Week a Refund is Available, by Type of Charge:

Private Two-Year Colleges

Percentage Refund	Tuition (N=210)	Mandatory Fees (N=168)	Room (N=182)	Board (N=154)	Tuition & Fees (N=28)	Room & Board (N=*)
			AFTER THE FIRST DAY			
0	0	41.7	30.8	0	0	-
1-20	0	0	0	0	0	-
21-40	6.7	0	0	0	0	-
41-60	0	0	0	0	0	-
61-80	53.3	41.7	30.8	36.4	50.0	-
81-100	40.0	16.7	38.5	63.6	50.0	-
Total	100.0	100.0	100.0	100.0	100.0	-
			DURING THE LAST WEEK			
0	0	41.7	30.8	0	0	-
1-20	53.3	41.7	46.2	81.8	100.0	-
21-40	33.3	0	15.4	9.1	0	-
41-60	0	8.3	7.7	9.1	0	-
61-80	13.3	8.3	0	0	0	-
81-100	0	0	0	0	0	-
Total	100.0	100.0	100.0	100.0	100.0	-

*Level of response too low for detail to be shown.

Table 13

Percentage Distribution of Institutions by the Percentage into the Term That a Refund is Available and the Type of Charge, by Institutional Control

Percentage into the Term*	Tuition	Mandatory Fees	Room	Board	Tuition & Fees	Room & Board
			ALL INSTITUTIONS			
0	2.9	57.7	31.5	6.2	15.9	5.3
1-20	23.0	11.6	8.3	3.6	0	.6
21-40	54.8	19.9	18.3	12.8	76.2	11.1
41-60	14.8	8.7	15.2	11.9	8.0	1.2
61-80	3.0	1.1	3.9	3.6	0	26.9
81-100	1.6	1.0	22.8	61.8	0	55.0
Total	100.0 (N=2,346)	100.0 (N=2,029)	100.0 (N=1,608)	100.0 (N=1,455)	100.0 (N=151)	100.0 (N=171)
			PUBLIC INSTITUTIONS			
0	2.0	55.9	22.6	7.3	4.0	7.1
1-20	37.1	16.4	3.8	3.4	0	1.2
21-40	56.7	24.1	17.0	11.2	92.0	4.7
41-60	3.3	3.1	13.8	5.5	4.0	2.4
61-80	.2	.2	5.4	3.0	0	27.1
81-100	.7	.3	37.4	69.6	0	57.6
Total	100.0 (N=1,107)	100.0 (N=943)	100.0 (N=478)	100.0 (N=438)	100.0 (N=25)	100.0 (N=85)
			PRIVATE INSTITUTIONS			
0	3.6	59.3	35.2	5.8	18.2	3.5
1-20	10.4	7.4	10.3	3.6	0	0
21-40	53.0	16.3	18.8	13.6	73.0	17.4
41-60	25.1	13.5	15.8	14.6	8.7	0
61-80	5.4	1.9	3.3	3.8	0	26.7
81-100	2.4	1.6	16.6	58.5	0	52.3
Total	100.0 (N=1,239)	100.0 (N=1,086)	100.0 (N=1,130)	100.0 (N=1,017)	100.0 (N=126)	100.0 (N=86)

*Obtained by dividing the last week a refund is available by the number of weeks in the fall term.

Table 14

Percentage Distribution of Institutions by the Percentage into the Term That a Refund is Available and the Type of Charge: Public Institutions

Percentage into the Term*	Tuition	Mandatory Fees	Room	Board	Tuition & Fees	Room & Board
			PUBLIC UNIVERSITIES			
0	0	22.6	15.6	5.5	0	19.2
1-20	18.7	15.5	3.9	1.4	0	3.8
21-40	68.1	46.4	15.6	9.6	100.0	15.4
41-60	9.9	11.9	14.3	2.7	0	0
61-80	2.2	2.4	7.8	8.2	0	7.7
81-100	1.1	1.2	42.8	72.6	0	53.8
Total	100.0 (N=91)	100.0 (N=84)	100.0 (N=77)	100.0 (N=73)	100.0 (N=5)	100.0 (N=26)
			PUBLIC FOUR-YEAR COLLEGES			
0	1.8	30.4	21.9	6.9	6.7	3.3
1-20	23.9	17.8	6.0	6.0	0	0
21-40	67.2	46.2	20.7	10.8	86.7	0
41-60	7.1	5.7	17.1	9.5	6.7	6.7
61-80	0	0	3.2	3.0	0	30.0
81-100	0	0	31.1	63.8	0	60.0
Total	100.0 (N=284)	100.0 (N=247)	100.0 (N=251)	100.0 (N=232)	100.0 (N=15)	100.0 (N=30)
			PUBLIC TWO-YEAR COLLEGES			
0	2.3	70.8	27.3	9.0	0	0
1-20	44.5	16.0	0	0	0	0
21-40	51.2	12.1	11.3	12.8	100.0	0
41-60	1.0	.8	8.0	0	0	0
61-80	0	0	8.0	0	0	41.4
81-100	1.0	.3	45.3	78.2	0	58.6
Total	100.0 (N=732)	100.0 (N=612)	100.0 (N=150)	100.0 (N=133)	100.0 (N=5)	100.0 (N=29)

*Obtained by dividing the last week a refund is available by the number of weeks in the fall term.

Table 15

Percentage Distribution of Institutions by the Percentage into the Term That a Refund is Available and the Type of Charge: Private Institutions

Percentage into the Term*	Tuition	Mandatory Fees	Room	Board	Tuition & Fees	Room & Board
			PRIVATE UNIVERSITIES			
0	1.7	53.2	30.8	6.0	-	0
1-20	15.0	14.9	9.6	0	-	0
21-40	55.0	21.3	19.2	8.0	-	45.4
41-60	23.3	4.3	11.5	8.0	-	0
61-80	1.7	0	5.8	6.0	-	0
81-100	3.3	6.4	23.1	72.0	-	54.5
Total	100.0 (N=60)	100.0 (N=47)	100.0 (N=52)	100.0 (N=50)	- (N=**)	100.0 (N=11)
			PRIVATE FOUR-YEAR COLLEGES			
0	4.5	63.0	36.4	6.9	24.7	4.9
1-20	9.5	6.8	10.8	2.8	0	0
21-40	55.7	14.4	14.8	11.3	64.5	16.4
41-60	26.3	13.4	19.3	14.4	10.8	0
61-80	3.9	2.4	3.8	4.4	0	37.7
81-100	0	0	14.8	60.2	0	41.0
Total	100.0 (N=969)	100.0 (N=871)	100.0 (N=896)	100.0 (N=813)	100.0 (N=93)	100.0 (N=61)
			PRIVATE TWO-YEAR COLLEGES			
0	0	41.7	30.8	0	0	-
1-20	13.3	8.3	7.7	9.1	0	-
21-40	40.0	25.0	38.5	27.3	100.0	-
41-60	20.0	16.7	0	18.2	0	-
61-80	13.3	0	0	0	0	-
81-100	13.3	8.3	23.1	45.4	0	-
Total	100.0 (N=210)	100.0 (N=168)	100.0 (N=182)	100.0 (N=154)	100.0 (N=28)	- (N=**)

*Obtained by dividing the last week a refund is available by the number of weeks in the fall term.

**Level of response too low for detail to be shown.

Table 16

Mean Percentage of Tuition Refunded During the Last Period of the Term When a Refund is Available, Fall 1978, by Control and Type of Institution

Period of the Term	Number of Institutions	Mean % Refund	Number of Institutions	Mean % Refund	Number of Institutions	Mean % Refund
	Total		Public		Private	
First quintile	514	57	363	59	151	53
Second quintile	1,281	32	641	36	640	27
Third quintile	440	20	91	24	349	18
Fourth quintile	73	20	4	17	69	20
Last quintile	38	4	8	11	30	2
	Public Universities		Public Four-Year		Public Two-Year	
First qunitile	15	87	55	50	293	60
Second quintile	58	34	199	36	384	36
Third quintile	15	37	28	23	48	21
Fourth quintile	2	15	2	20	0	-
Last quintile	1	14	0	-	7	11
	Private Universities		Private Four-Year		Private Two-Year	
First quintile	8	72	129	50	14	70
Second quintile	31	30	511	26	98	35
Third quintile	16	31	291	18	42	18
Fourth quintile	3	8	38	22	28	19
Last quintile	2	17	0	-	28	1

Table 17

Tuition Policy Review, by Control of Institution
(In Percentages)

Item	All Institutions (N=2,702)	Public Institutions (N=1,265)	Private Institutions (N=1,437)
Time of Most Recent Policy Review			
Less than one year ago	37.4	30.1	43.8
At least one but less than three years ago	32.2	33.5	30.9
At least three but less than five years ago	8.2	8.2	8.3
Five or more years ago	22.2	28.2	16.9
Total	100.0	100.0	100.0
Individual with Primary Responsibility For Tuition Refund Policy			
President	28.6	17.0	38.8
Governing board	40.5	52.6	29.8
Accrediting body	0	0	0
State or local government	7.0	14.9	0
President or governing board and others	14.0	5.9	21.0
Administrative or financial personnel	9.4	8.4	10.3
Other	.5	1.1	0
Total	100.0	100.0	100.0
Persons Participating in Policy Review			
Students	10.0	12.2	8.0
Faculty	17.9	17.9	17.8
President	69.0	62.0	75.1
Governing board	59.6	70.6	49.9
Accrediting body	2.8	3.4	2.3
State or local government	10.4	20.8	1.3
Other, administrative personnel	27.1	19.4	33.9
Other, financial personnel	21.2	12.2	29.1

Note: On this and subsequent tables, subtotals may not add exactly to their corresponding totals due to weighting and rounding.

Table 18

Tuition Policy Review, by Type and Control of Institution
(In Percentages)

Item	Public			Private		
	Universities (N=111)	Four-Year Colleges (N-368)	Two-Year Colleges (N=786)	Universities (N=71)	Four-Year Colleges (N=1,120)	Two-Year Colleges (N=246)
Time of Most Recent Policy Review						
Less than one year ago	29.5	26.6	31.9	27.7	44.1	47.1
At least one but less than five years ago	30.5	36.0	32.8	29.2	30.1	35.3
At least three but less than five years ago	7.6	9.0	7.8	15.4	9.7	0
Five or more years ago	32.4	28.4	27.5	27.7	16.1	17.6
Total	100.0	100.0	100.0	100.0	100.0	100.0
Individual with Primary Responsibility For Tuition Refund Policy						
President	13.3	15.8	18.1	46.2	39.1	35.3
Governing board	63.8	57.9	48.6	18.5	30.6	29.4
Accrediting body	0	0	0	0	0	0
State or local government	9.5	11.5	17.3	0	0	0
President or governing board and others	10.5	4.8	5.8	24.6	21.6	17.6
Administrative or financial personnel	2.9	9.8	8.5	10.8	8.7	17.6
Other	0	0	1.8	0	0	0
Total	100.0	100.0	100.0	100.0	100.0	100.0
Persons Participating in Policy Review						
Students	13.3	8.7	13.6	13.8	9.4	0
Faculty	18.1	7.3	22.8	16.9	20.5	5.9
President	59.1	59.0	63.8	76.9	76.0	70.6
Governing board	71.4	76.2	67.9	33.8	47.6	64.7
Accrediting body	1.0	.9	4.9	1.5	2.9	0
State or local government	14.3	19.3	22.5	3.1	.2	5.9
Other, administrative personnel	23.8	10.8	22.8	32.3	33.8	35.3
Other, financial personnel	17.1	21.6	7.1	33.8	30.0	23.5

Table 19

Methods of Communicating Tuition Refund Policies and Procedures, by Control of Institution
(In Percentages)

Methods	All Institutions (N=2,702)	Public Institutions (N=1,265)	Private Institutions (N=1,437)
Tuition refund policy			
None available	.2	.4	0
Available upon request	31.4	35.2	28.1
Stated in catalog	96.4	96.1	96.7
Notification *prior* to registration by method other than catalog	25.8	34.0	18.6
Notification *upon* registration by method other than catalog	25.6	34.6	17.8
Tuition refund procedure			
None available	1.2	.4	2.0
Available upon request	38.5	45.2	32.7
Stated in catalog	82.8	86.3	79.8
Notification *prior* to registration by method other than catalog	19.9	26.3	14.3
Notification *upon* registration by method other than catalog	21.7	29.1	15.2
Notification at time of withdrawal	49.5	59.9	40.4

Table 20

Methods of Communicating Tuition Refund Policies and Procedures, by Type and Control of Institution (In Percentages)

Methods	Public			Private		
	Universities (N=111)	Four-Year Colleges (N=368)	Two-Year Colleges (N=786)	Universities (N=71)	Four-Year Colleges (N=1,120)	Two-Year Colleges (N=246)
Tuition refund policy						
None available	0	0	.7	0	0	0
Available upon request	46.7	43.0	30.0	30.8	27.7	29.4
Stated in catalog	91.4	92.8	98.3	96.9	95.9	100.0
Notification *prior* to registration by method other than catalog	36.2	33.4	34.0	29.2	14.2	35.3
Notification *upon* registration by method other than catalog	42.9	27.4	36.7	20.0	17.6	17.6
Tuition refund procedure						
None available	0	0	.7	1.5	2.4	0
Available upon request	51.4	51.8	41.1	43.1	32.7	29.4
Stated in catalog	81.0	77.9	90.9	83.1	79.1	82.4
Notification *prior* to registration by method other than catalog	28.6	27.5	25.4	23.1	11.7	23.5
Notification *upon* registration by method other than catalog	36.2	23.4	30.7	15.4	13.3	23.5
Notification at time of withdrawal	63.8	54.0	62.1	38.5	37.7	52.9

Table 21

Operation of Refund Policies, by Institutional Control and Type

Item	All Institutions (N=2,702)	Public				Private			
		Total (N=1,265)	Universities (N=111)	Four-Year Colleges (N=368)	Two-Year Colleges (N=786)	Total (N=1,437)	Universities (N=71)	Four-Year Colleges (N=1,120)	Two-Year Colleges (N=246)
Number first-time full-time freshmen enrolled Fall 1978*	1,624,000	1,197,500	304,500	340,400	552,600	426,500	88,100	283,700	54,800
Percentage withdrawing before end of term and eligible for tuition refund	6.5	7.6	3.3	4.9	10.8	2.7	1.9	2.6	4.0
Average *number* of weeks between applying for and receiving refund	2.5	3.2	3.3	3.4	3.0	1.8	2.4	1.9	1.4
Percentage of institutions with established procedure for appealing unfavorable refund decisions	64.0	67.7	74.0	66.7	67.2	60.7	70.8	57.9	70.6

*Estimated from National Center for Education Statistics, Higher Education General Information Survey, 1978 Opening Fall Enrollment.

APPENDIX A: Survey Instrument

AMERICAN COUNCIL ON EDUCATION
ONE DUPONT CIRCLE
WASHINGTON, D. C. 20036

HIGHER EDUCATION PANEL
(202) 833-4757

February 2, 1979

Dear Higher Education Panel Representative:

Enclosed is the forty-sixth survey of the Higher Education Panel, "Survey of Refund Policies", sponsored by the U.S. Office of Education. The questionnaire seeks information about policies related to refunding tuition and fees of entering freshmen students who terminate their studies prior to completion of the term.

At present there is a scarcity of data about the extent and nature of institutional refund policies and their degree of flexibility. In order to assess the extent of self-regulation in this area, information on a broad level is needed.

We learned through a recent field test of this study that registrars and business officers would be best able to respond to this questionnaire. As usual, however, we leave that judgment to you.

Please understand that responses for your institution will be held in strictest confidence. As with all our surveys, the data you provide will be reported in summary fashion only and will not be identifiable with your institution. This survey is authorized by the National Science Foundation Act of 1950, as amended. While you are not required to respond, your cooperation is needed to make the results comprehensive, reliable, and timely.

Please return the completed questionnaire to us by February 19, 1979. A prepaid return envelope has been enclosed for your convenience. If you have any problems or questions, please do not hesitate to telephone us collect at 202-833-4757.

Thank you for your continuing cooperation.

Sincerely,

Frank J. Atelsek
Panel Director

OMB No. 099–R0265
Exp. 6/81

American Council on Education
Higher Education Panel Survey No. 46:
Survey of Refund Policies

DEFINITIONS

"Entering students" refers to first-time, full-time freshmen.

1. How is tuition refund policy communicated to entering freshmen students? *(Check all that apply.)*
   - _____ No student refund policy
   - _____ Policy available upon request
   - _____ Policy stated in catalog
   - _____ Student notified of policy *prior to registration* by method other than catalog
   - _____ Student notified of policy *upon registration* by method other than catalog

2. How are the students or their parents informed of the procedure to obtain a tuition refund? *(Check all that apply.)*
   - _____ No standard procedure to obtain refund
   - _____ Procedure available to student or parent upon request
   - _____ Procedure stated in catalog
   - _____ Student notified of procedure *prior to registration* by method other than catalog
   - _____ Student notified of procedure *upon registration* by method other than catalog
   - _____ Student notified of procedure at time of withdrawal

If the length of the fall term varies, use the predominant undergraduate program.

3. What is the length of your fall term for your undergraduates?

   _____ weeks

4. Complete the following chart for a first-time, full-time freshman student entering Fall 1978.

	Fall Term Charge	Percentage Refund After First Day of the Term	Percentage Refund During the Last Day of the Second Week of Classes	Percentage Refund During Last Week Refund is Available	Last Week During Which Refund Is Available
Tuition	$ _____	_____%	_____%	_____%	_____ wk.
All mandatory fees	$ _____	_____%	_____%	_____%	_____ wk.
Room	$ _____	_____%	_____%	_____%	_____ wk.
Board	$ _____	_____%	_____%	_____%	_____ wk.

"Mandatory fees" for entering students include matriculation fees in addition to other one-term charges.

If there are different room and board charges, report the predominant or average option.

If your charges are not structured in the above manner, please provide below the combinations of charges and the percentage refundable.

_____	$ _____	_____%	_____%	_____%	_____ wk.
_____	$ _____	_____%	_____%	_____%	_____ wk.

5. How many first-time, full-time freshmen were enrolled at your institution during Fall 1978? _____

   How many of the above freshmen are due (or have already received) tuition refunds because of withdrawing before the end of the Fall term? _____

   (Please provide your best estimate if actual numbers are not available.)

6. On the average, how long is the period between application for a refund and the actual refund?

   _____ weeks

7. Currently, who participates in reviewing or updating your institution's tuition refund policy? *(Check all that apply.)*

   _____ Students

   _____ Faculty

   _____ President or chief officer

   _____ Governing board

   _____ Accrediting body

   _____ State or local government

   _____ Other (specify: _____)

8. Currently, who has primary responsibility for revising or setting tuition refund policy or approving policy modifications? *(Check ONLY ONE.)*

   _____ President or chief officer

   _____ Governing board

   _____ Accrediting body

   _____ State or local government

   _____ Other (specify: _____)

9. When was your institution's tuition refund policy last up for review?

   _____ Less than one year ago

   _____ At least one but less than three years ago

   _____ At least three but less than five years ago

   _____ Five or more years ago

10. Does your institution have an established procedure whereby a student may appeal an unfavorable refund decision?

    Yes _____ No _____

(Please forward copies of any studies on the cost of withdrawals at your institution.)

Thank you for your cooperation.

Please return this form by **February 19, 1979** to:

Higher Education Panel
American Council on Education
One Dupont Circle, N.W.
Washington, D.C. 20036

Please keep a copy of this survey for your records.

Person completing form

Name _____

Dept. _____

Phone _____

If you have any questions or problems, please call the HEP staff collect at (202) 833-4757.

APPENDIX B: Response Analysis and Stratification Design

Above-average response rates were recorded for institutions enrolling 5,000 or more FTE undergraduates (98 percent), for colleges and universities located in the western states (98 percent), and public universities (96 percent).

Table B-1: Comparison of Respondents and Nonrespondents (In Percentages)

Characteristic	Respondents (N=580)	Nonrespondents (N=56)	Response Rate
Total	100.0	100.0	91.2
Control			
Public	67.2	55.4	92.6
Private	32.8	44.6	88.4
Census region			
East	27.1	36.0	89.6
Midwest	28.1	18.0	94.7
South	31.2	42.0	89.5
West	13.6	4.0	97.5
Undergraduate FTE enrollment			
1000 or less	19.3	25.0	88.9
1,001 - 4,999	37.8	66.1	85.5
5,000 - 9,999	24.5	5.4	97.9
10,000 or more	18.4	3.6	98.2
Type			
Public university	18.1	7.1	96.3
Public four-year college	26.4	23.2	92.2
Public two-year college	22.8	25.0	90.4
Private university	10.7	12.5	89.9
Private four-year college	19.3	28.6	87.5
Private two-year college	2.8	3.6	88.9

The data from each responding institution were statistically adjusted to represent the population of colleges and universities that enroll undergraduates and that charged more than $100 for in-state tuition and fees during fall 1978. The following is the stratification design used to compute the weights.

Table B-2: Stratification Design

Cell	Description	Population (N=2,702)	Respondents (N=580)
1	Public universities	111	105
2	Private universities	71	62
3	Public black four-year colleges (FTE > 3,000)	13	9
4	Public nonblack four-year colleges (FTE > 8,750)	99	76
5	Private nonblack four-year colleges (FTE > 8,750)	13	9
6	Public two-year colleges (FTE > 8,750)	18	15
7	Public four-year colleges (FTE 3,700-8,750)	75	36
8	Public four-year colleges (FTE < 3,700)	181	32
9	Private four-year colleges (FTE 2,000-8,750)	133	34
10	Private four-year colleges (FTE 1,000-2,000)	271	37
11	Private four-year colleges (FTE < 1,000)	703	32
12	Public two-year colleges (FTE 5,100-8,750)	31	17
13	Public two-year colleges (FTE 3,260-5,100)	74	28
14	Public two-year colleges (FTE 1,600-3,260)	168	31
15	Public two-year colleges (FTE < 1,600)	495	41
16	Private two-year colleges	246	16

Appendix C: Reliability of Survey Estimates

Since the statistics presented in this report are based on a sample, they will differ somewhat from the figures which would have been obtained if a complete census had been taken using the same survey instrument, instructions, and procedures. As in any survey, the results are also subject to reporting and processing errors and errors due to nonresponse. To the extent possible, these types of errors were kept to a minimum by methods built into the survey procedures.

The standard error is primarily a measure of sampling variability; that is, the variations that might occur by chance because only a sample of the institutions is surveyed. The chances are about 68 out of 100 that an estimate from the sample would differ from a complete census by less than the standard error. The chances are about 90 out of 100 that the difference would be less than 1.65 times the standard error; about 95 out of 100 that the difference would be less than 1.96 times the standard error; and about 99 out of 100 that it would be less than 2.5 times as large. Thus, knowing the standard error permits us to specify a range within which we can have a stated confidence that a given percentage would lie if a complete census, rather than a sample survey, had been conducted.

The following table shows 90 percent confidence intervals of the estimated mean refund policies at all, public, and private institutions.

Table C-1: Ninety Percent Confidence Intervals[a] of the Mean Refund Policies for First-Time Full-Time Freshmen, Fall 1978, by Institutional Control

Item	Number of Institutions with Charge	1978 Fall Term Charge	Percentage Refund After First Day of Term	Percentage Refund During Last Day of Second Week of Classes	Percentage Refund During Last Week Refund is Available	Percentage into Term Refund is Available[b]
ALL INSTITUTIONS						
Tuition	60	34	1.2	1.1	5.1	2.6
Mandatory Fees	78	10	12.3	9.2	5.4	3.1
Room	162	18	2.7	2.5	1.6	.8
Board	204	75	9.3	7.2	1.3	8.2
Tuition & Fees	68	292	16.6	16.5	3.2	2.2
Room & Board	47	168	7.3	.9	3.7	4.5
PUBLIC INSTITUTIONS						
Tuition	18	12	4.6	3.4	2.3	1.2
Mandatory Fees	74	6	4.6	5.0	1.9	1.5
Room	51	24	11.6	9.3	5.3	8.9
Board	36	20	6.5	5.1	2.3	3.3
Tuition and Fees	8	43	6.2	6.6	5.7	5.8
Room and Board	14	141	8.8	6.8	2.9	5.4
PRIVATE INSTITUTIONS						
Tuition	61	65	1.6	1.3	6.0	5.1
Mandatory Fees	27	18	20.5	15.2	9.0	5.7
Room	153	25	.8	1.6	.6	3.4
Board	199	111	12.3	9.2	1.9	11.0
Tuition & Fees	69	357	17.2	17.1	3.2	5.0
Room & Board	45	337	11.9	2.6	6.8	12.6

[a]Expressed as + or -.

[b]Obtained by dividing last week refund is available by length of fall term.

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American Council on Education

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Kinzer, J. L. and El-Khawas, E. H. **Compensation Practices for Graduate Research Assistants: A Survey of Selected Doctoral Institutions.** Higher Education Panel Report, No. 21, October, 1974.

El-Khawas, E. H. and Furniss, W. T. **Faculty Tenure and Contract Systems: 1972 and 1974.** Higher Education Panel Report, No. 22, December, 1974.

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Atelsek, Frank J. and Gomberg, Irene L. **Foreign Area Research Support Within Organized Research Centers at Selected Universities, FY 1972 and 1976.** Higher Education Panel Report, No. 32, December, 1976.

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Gomberg, Irene L. and Atelsek, Frank J. **International Scientific Activities at Selected Institutions, 1975-76 and 1976-77,** Higher Education Panel Report, No. 37, January, 1978.

Atelsek, Frank J. and Gomberg, Irene L. **New Full-Time Faculty 1976-77: Hiring Patterns by Field and Educational Attainment,** Higher Education Panel Report, No. 38, March 1978.

Gomberg, Irene L. and Atelsek, Frank J. **Nontenure-Track Science Personnel: Opportunities for Independent Research,** Higher Education Panel Report, No. 39, September 1978.

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Atelsek, Frank J. and Gomberg, Irene L. **Shared Use of Scientific Equipment at Colleges and Universities, Fall 1978,** Higher Education Panel Report, No. 44, November 1979.

Gomberg, Irene L. and Atelsek, Frank J. **Newly Qualified Elementary and Secondary School Teachers, 1977-78 and 1978-79,** Higher Education Panel Report, No. 45, February 1980.

Single copies of the above reports may be obtained from the Higher Education Panel, American Council on Education, One Dupont Circle, Washington, D. C. 20036.